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## Silence is Golden!

When making a call using GETS or WPS during times of congestion, you may have to wait in queue for up to several minutes while your call tries to connect.



Don't hang up! You are at the head of the line so give the system a chance to work. Remember - silence is golden when it comes to GETS/WPS calls because it means the service is working. Hanging up too soon is the reason for most failed calls.

# GETS & WPS NewsNotes

Latest updates on the Government Emergency Telecommunications Service (GETS) & Wireless Priority Service (WPS)

Department of Homeland Security,  
Office of the Manager, National Communications System

## No substitute for proper emergency preparation

This year, the United States experienced earthquakes, floods, wildfires, hurricanes, and political events that kept first responders busy and working hard to overcome actual and potential emergency situations.



The NCS National Security/Emergency Preparedness (NS/EP) Priority Telecommunications Service Center was equipped to handle emergency GETS and WPS requests during these situations and successfully expedited over a thousand requests. However, we want to remind points of contact (POCs) that **expedited requests do not take the place of proper emergency preparation.**

The Service Center can expedite requests for NS/EP personnel who are directly responsible for responding to immediate emergencies and disasters,

but expedited requests should be used as a last resort. Expediting requests requires us to stop all nor-



mal processing in order to respond to an immediate need. We will do everything we can to get your services to you as quickly as possible, but some obstacles we cannot overcome. You don't want to wait until you're in the middle of a hurricane when you realize you can't find your GETS card or you need WPS activated on your cell phone.

The goal for GETS/WPS POCs is to already have all of the priority communications services you need prior to an emergency or communication disruption.

POCs, ensure that you have an emergency checklist and take it out each year, especially if you are in areas with high potential for natural or man-made disaster. Even if you are not in a high



risk area, you should still be prepared for the unexpected.

Please don't procrastinate—request your GETS and WPS today. To place requests, call the Service Center at 866-NCS-CALL or email [gwid@saic.com](mailto:gwid@saic.com).

### Emergency Preparation Checklist for GETS/WPS

- Download spreadsheet of current GETS/WPS subscribers
- Submit GETS/WPS requests for new subscribers and update info for current subscribers
- Ensure subscribers know where their GETS card is and are carrying it with them at all times
- Encourage subscribers to make GETS/WPS test calls so they know how to use services; report any calling problems to 800-818-4387



## GETS/WPS User Council

The GETS/WPS User Council took place on September 18, 2008. We would like to thank all of the POCs and other agency members that took the opportunity to attend. The PowerPoint slides can be downloaded on G-WIDS under the 'Documents' link. We look forward to seeing you at the next GETS/WPS User Council meeting in the near future.

## GETS & WPS NewsNotes

### New training available for POCs and users

Two new training documents are now available online to help POCs manage their accounts and train users on how to use GETS and WPS.

The first document, *Training for GETS & WPS POCs*, provides an overview of the responsibilities for POCs, considerations for determining who should receive GETS and WPS, how to organize larger accounts, and how to use the online tools for POCs. If you are a new POC, want to refresh your knowledge, or have questions about how to use the website, this document can help.

The second document, *Calling with GETS and WPS*, gives GETS and WPS subscribers the information they need to make calls during emergency situations. It includes how to prepare in advance, what to do if the call does not go through the first time, and general background information about GETS and WPS. By understanding how GETS and WPS work, users will be able to use the services to their best advantage. POCs will be able to use this document for group

**GETS and WPS**

Government Emergency Telecommunications Service  
1234 5678 9012  
Name: Organization:

\*22 + Destination Number

GETS is an emergency calling card service that can be used from virtually any telephone to provide priority for emergency calls

WPS is an add-on feature subscribed on a per-cell phone basis. It works with existing cell phones in WPS equipped networks to provide priority on wireless networks for emergency calls

training or individuals can download it for personal training.

Both documents appear in the 'Documents' section of the GETS and WPS websites:

[gets.ncs.gov/docs.html](http://gets.ncs.gov/docs.html) or [wps.ncs.gov/docs.html](http://wps.ncs.gov/docs.html).

Please send any feedback regarding these training items to [gwid@saic.com](mailto:gwid@saic.com).

### Annual GETS/WPS Account Validation

Each year, POCs receive an email requesting validation of their GETS/WPS holdings. The validation is necessary so that our office can ensure your organization is keeping accurate records.

When you receive the request for validation, you are asked to submit any necessary updates via the website. Once updates are submitted, you must re-

spond to the validation email confirming you have validated the account.

We make every effort to contact organizations that are delinquent in responding to the validation; However, if we continue to receive no response to the validation, we will assume that you no longer need our services and will proceed with canceling your organization's account.

#### Annual Validation Steps:

1. Receive email requesting validation
2. View GETS/WPS Holdings
3. Submit updates via G-WIDS
4. Respond to validation email confirming updates were made





# Can I request WPS through my carrier?

If someone in an organization is interested in activating Wireless Priority Service (WPS) on a cell phone, it is imperative that the subscriber contact their GETS/WPS POC to submit a WPS request through the Service Center. Subscribers

cannot activate WPS by directly contacting their wireless carrier; only the Service Center can officially approve WPS activations on behalf of the NCS and the Federal Communications Commission (FCC). This also ensures our office

has the necessary information on file for that WPS subscriber. If the WPS request does not come through our office, then WPS could be deleted from that particular cell phone without the subscriber's knowledge.

# Forgot your user ID and password?

These days, we all have so many passwords and online log-ins to remember. We understand if you cannot remember your Established POC user ID and password. That's why we've made it as quick and easy as possible to reset your password on our website. No need to contact us!

If you cannot remember your user ID or password for your Established POC account, go to <http://gets.ncs.gov> and click on the "Established POC" link.

On the log-in screen, there is a link that says "Login Problems?". Follow that link to either reset your password or retrieve your user ID. You will receive an email immediately after submitting your request with either your user ID or temporary password. Upon entering your user ID and temporary password into the Login screen, you will be prompted to change your password to something else. Your new password must be at least eight characters long and contain at

least two letters, one number, and a special character.

For security reasons, passwords will expire and need to be changed after 180 days (six months). When the password has expired, POCs will be taken to the Change Password form after logging into the website using their old password.

If you have been "locked out" after three failed attempts, close all windows of your Internet browser and re-open a new window to the log-in screen. You will then be able to enter your information again.

If you continue to have trouble logging into your account, please contact the Service Center.

### Forgotten Password

You can retrieve your password by typing in your User ID.

User ID:

Note: Typical User IDs are last name followed by your first initial.

**Request Password**

### Forgotten User ID

You can retrieve your User ID by typing in your email address.

Email:

**Request User ID**

### WPS Stickers

We have stickers with WPS dialing instructions available to put on the back of WPS-enabled cell phones. These stickers remind subscribers how to make a WPS call. Stickers are available with either black or white text. POCs should contact [gwid@saic.com](mailto:gwid@saic.com) to request WPS stickers and indicate how many and what color you would prefer.

**WPS: Dial \* 272  
(also works with GETS)**  
**WPS help: 800-818-4387**

**Sample sticker**

### Service Center

**1-866-NCS-CALL**  
**[gwid@saic.com](mailto:gwid@saic.com)**



**How are we  
doing?  
Let us know!**

**Send stories or  
comments  
regarding your  
experience with  
the NCS NS/EP  
priority telecom-  
munications pro-  
grams to  
[gwid@saic.com](mailto:gwid@saic.com).**

## GETS & WPS NewsNotes

### Success Story Spotlight!



In the aftermath of Hurricane Ike, Frost Bank, headquartered in San Antonio, experienced damage to surrounding telecommunications and cell towers that caused both the area's landline and cellular phone networks to become heavily congested. The bank needed to communicate with regional staff, security teams, information technology recovery teams, and facilities recovery teams in the area but had trouble getting calls through to its Houston and Galveston regions.

Recognizing that Frost was located in an area

vulnerable to hurricanes, the Business Continuity Administrator for the bank registered for GETS and WPS prior to the hurricane season. Frost requested GETS and WPS for the bank's critical employees, and several of the subscribers used GETS and WPS to complete emergency calls to overcome the telecommunications congestion after Ike made landfall in Texas.

Because of GETS and WPS, Frost employees were able to organize, direct, and communicate with assessment and recovery

staff as well as existing employees in the area.

Thank you to Frost Bank for sharing this story with us. We are glad that GETS and WPS were able to assist your organization in an emergency.

We want to hear from other organizations who have also had success with NCS priority telecommunications programs. Send your stories to [gwid@saic.com](mailto:gwid@saic.com).



### Contact Us!

#### GETS/WPS Service Center

**1-866-NCS-CALL**

**(627-2255)**

**703-760-2255**

**[gwid@saic.com](mailto:gwid@saic.com)**

#### DC Metro Area

**Email**

#### Trouble Ticket Help-Desk

**1-800-818-GETS**

**(4387)**

**<http://ncs.gov>**

**<http://gets.ncs.gov>**

**<http://wps.ncs.gov>**

